

Products Support Policy

TOYO Corporation

This document describes our policy for the products covered by this document. Note that any arrangement established separately by a distributor agreement or the like takes precedence.

1. Covered Products

- SYNESIS
- NetEyez / NetEyez Security

2. Annual Support Service

I. Classification

Those enrolled in an annual support service are eligible to receive support from us, as outlined in the following table. For details on each type of support, see the items below.

		Enrollment	Available Support	
			Software	Hardware
Type of annual support	Software and Hardware Support	Enrolled	Provided (No Cost)	Provided (No Cost)
		Not Enrolled	Not Provided	Available (Fee)
	Hardware Support	Enrolled	Not Provided	Provided (No Cost)
		Not Enrolled	Not Provided	Available (Fee)

II. Period

- At the shipment : 13 months' period from next business day after the production completion date.
- At the renewal : 12 months' period from the expiration date of the previous annual support service.

3. Software Support

I. Q&A Service

- Answers to your questions on product specifications, functions, and operating instructions
- For the platform(*) used by the product, the range described in the manual is supported.
* OS, HW management function (iDRAC), etc...

Items not described in the manual are not supported. You can use it, but depending on the situation, we may refuse support or ask you to return to the state specified by us.

II. Provision of Software

① New versions

- New versions are released roughly once a year. These include new functionality and fixes for known issues.

② Pattern definition information

- If there is pattern definition information regularly updated for the covered products such as security threats, the information released before the end of support period is available.

③ Patches

- Patches are released in cases when we determine that bugs or other issues severely affect or compromise software of the covered products.
- Patch releases generally apply to up to the latest two previous versions of the software.
For example, if software has been released in the order v2.0→v2.5→v3.0→v3.5, a patch released for the current version (v3.5) also applies to v3.0 and v2.5.

III. Limitations

- Software installation
 - Unauthorized installation of software not provided by us is beyond the scope of support. In some cases, we may refuse to provide support or may request you to restore the state as originally shipped.
- OSs
 - We do not generally test or provide information for each release of patches for OSs that the covered products are used with.
 - If vulnerabilities or other issues that we have determined severely affect or compromise the covered products are found, we will check whether the patches can be applied after the patches are released. Then, we will provide related information.
 - Unauthorized OS updating or patching is beyond the scope of support. In some cases, we may refuse to provide support and request such users to restore the state as originally shipped.
- BIOS/Firmware
 - It can be updated as needed.
 - When updating, we recommend a version that we have confirmed, so please contact TAC support.
 - It is possible to update to a version that is not recommended by us, but if problems occur, we may ask you to revert.

4. Hardware Support

I. Repair Service

- Available period
 - Repair is available for products we sell until EoL, regardless of whether you are enrolled in an annual support service. For more details, please refer to our document “Policy on End of Product Life Cycles”. Note that the period may be shortened without notice due to the discontinuation of production of major parts, the end of adopted standards, and other social conditions.
 - Information on EoL is provided in news to partners and on the following website.
https://www.toyo.co.jp/ict/contents/detail/synesis_support_information_en
- Method of repair
 - The method of repair will be determined from the model and part affected, as outlined in the following table.
 - In general, no equipment will be loaned as a replacement during repair.
 - During repair, recorded data may be lost due to system recovery. We cannot guarantee your data, so please make a backup of important data in advance.

		Affected Part		
		Body (Server/Computer)	Specific Part ¹	Unknown
Type	Distributed	On-site ²	NIC replaced/returned ²	System returned ³
	Portable	System returned ³		

1: Part specified by TOYO such as capture NIC etc...

2: Can only be performed by distributors with TOYO-authorized engineer. To qualify, distributors need to be able to perform the tasks described in the on-site repair description of our document “Workflow of repair service”.

3: It will be required to return it to the location designated by TOYO(The closest location among Japan, Taiwan Germany and US).

- Replacement parts
 - When replacement parts are not available due to production discontinuation, etc..., they may be replaced with equivalent or higher performance parts. In addition, we may ask you to change the version of software, including the operating system(OS) when replacing with equivalent or higher performance parts.
 - The parts used for replacement may be remanufactured parts that have been verified by the manufacturer of each part or by TOYO.

- Fees
 - Repair fees consist of fees for shipping, support service, diagnosis, or the repair itself.
 - During the contracted period of an annual support service, those who requesting repair pay the outgoing shipment fee, but the other fees are free, as outlined in the following table.
 - The support service fee is a fee for using our support service. Support service is applicable regardless of whether or not repairs are carried out after acceptance of repairs.
 - Diagnosis may incur a fee if a request for repair is received but then canceled after diagnosis.

	Annual Support Service	
	Enrolled	Not Enrolled
Shipping fee ³	Requester pays outgoing shipment ⁴	Requester pays full shipment fee
Support service fee	No cost	Fee
Diagnosis fee	No cost	Fee
Repair fee	No cost ⁵	Fee

3: Ship items freight prepaid.

4: If the damage or problem cannot be found, whether due to insufficient information provided to us, insufficient investigation of conditions before returning the product, or other reasons, the full shipment fee will be requested.

5: Even if within the warranty period or contracted annual support service period, repair will incur a fee in the following cases.

- ◇ Damage from careless handling by the customer
- ◇ Damage from disasters or other force majeure
- ◇ Damage from a sudden loss of power, as from blackouts or disconnected cables
- ◇ Use in applications not described in the user guide

- Warranty for repaired products
 - Repaired products have a three-month warranty period from the date of completion of repairs. If, within this period, damage to the same part occurs again due to some fault of the company that performed the repair, the product will be repaired at no cost.